



**From the Desk of...**

## ISO Certification and Bently Nevada



*by Roger G. Harker  
President and  
Chief Operating Officer  
Bently Nevada  
Corporation*

**B**ently Nevada strives to provide quality products and services to you, our customers, throughout the world. A considerable portion of our international sales and service takes place in Europe. Currently, the European Community (EC) is removing traditional trade barriers between member nations by developing common standards acceptable to all its members. The International Organization for Standardization (ISO), representing over ninety nations, has published the ISO 9000 series of quality standards to provide a common, worldwide set of consistent quality assurance guidelines. Once a company is ISO 9000 registered, it is included in a list of registered manufacturers. This list is used by many firms when selecting suppliers.

By the end of 1992, Bently Nevada plans to have ISO 9000 Certification. This means our quality system will be consistent with ISO 9000 standards.

How will Bently Nevada's ISO 9000 Certification affect you, our customers? Those of you seeking ISO 9000 Certification of your vendors will be able to include Bently Nevada in that program. The requirements for a certified quality system include contract review, design control, document control, handling,

storage, packaging and delivery, inspection and testing, internal quality audits, process control, product identification and traceability, purchasing, service and training.

ISO 9000 has three categories of certification. Bently Nevada will be certified under ISO 9001. This is the category for firms involved in the design, manufacture, distribution, installation and servicing of a product. This category carries the most stringent requirements.

The certifying body issues a certification following successful completion of the following steps:

1. Comparison of the applicant's quality manual with the certifying body's standards and verification of the firm's consistency of compliance.
2. A review of the documentation system to assess its compliance to ISO 9000 documentation requirements.
3. Completion of an internal audit of

the applicant's facility to confirm that its practices match the documented procedures.

The ISO Certification process will audit our total quality system. A quality system is the methodology by which quality is achieved, from initial design to manufacturing, to sales and customer service. The key to successful certification is a documented quality system that reflects both how we actually do business and the requirements of ISO 9000. A large part of ISO 9000 Certification is involved in reviewing existing procedures and making sure they are properly documented and are being followed. This can improve the effectiveness of the quality system as well as provide a framework for improvement.

All successful programs, such as an ISO 9000 Certified quality system or MRP II (Manufacturing Resource Planning), which Bently Nevada has used to sustain high levels of corporate productivity, require employee participation. All our people must fully understand the quality system, its requirements and the certification process. To accomplish this, Bently Nevada's employees will be trained in ISO 9000 Certification requirements.

If you have questions about our quality system, please contact Bob Shaver, Quality Assurance Manager. We look forward to working with you to meet your ISO 9000 requirements. ■

**BENTLY  
NEVADA**

### QUALITY POLICY

*Bently Nevada Corporation and its subsidiaries are committed to provide our customers with safe, defect-free products and services. Quality at Bently Nevada is a line function, in that it is each person's responsibility to produce quality work. It is management's responsibility to provide the required organization, direction, training and resources. We take pride in our ability to design, manufacture, install and service quality products in a cost-effective and timely manner.*

*Donald E. Bently*  
Donald E. Bently, Chairman & CEO

*Roger G. Harker*  
Roger G. Harker, President & COO